FIG. 1

CUSTOMER CREATES CASE AT CRM PORTAL
S1

CUSTOMER CALLS HELP LINE
S2

CUSTOMER IS OUT OF COMPLIANCE
S3

OPERATOR ENTERS INFORMATION, OPENS CASE
S4

SYSTEM / PROVIDER OPENS A CASE
S5

CASE IS PLACED INTO CASE POOL AND IS ASSIGNED TO A TIER 1 PROVIDER
S6

SEND EMAIL NOTIFICATIONS
S7

CHANGE COMPLIANCE INDICATOR ON CUSTOMER CASE MGT PAGE
S9

NEW OR RESOLVED COMPLIANCE ISSUES?
S8

YES

NO

ESCALATE / DE-ESCALATE CASE TO NEXT TIER
S11

CAN CASE BE RESOLVED AT THIS TIER?
S10

YES

NO

IS CASE RESOLVED?
S12

NO

YES

CASE IS CLOSED/ SEND EMAIL NOTIFICATIONS
S13

FIG. 2

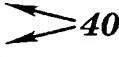| HOME	PROGRAMS	RESOURCES	ABOUT AUAO	

NEW CASE # | 007 | *25*

1   FIRST NAME | POPULATED FROM t_users TABLE | MIDDLE NAME | POPULATED FROM t_users TABLE |

LAST NAME | POPULATED FROM t_users TABLE | SOCIAL SECURITY NUMBER | POPULATED FROM t_users TABLE |

CAMPUS
(COURSE IS BEING TAKEN) | USER ENTERS DATA | *26*

2   COURSE
DESCRIPTION | USER ENTERS DATA | | USER ENTERS DATA |
        SUBJECT: (E.G. ENG, MTH, REL, ETC)   COURSE #: (E.G. 1301, 101, 4521)

COURSE START DATE | USER ENTERS DATA | COURSE END DATE | USER ENTERS DATA |

INSTRUCTOR | USER ENTERS DATA |

3   RISK LEVEL | USER SELECTS DATA FROM DROP DOWN MENU ▽ |

CASE CATEGORY | USER SELECTS DATA FROM DROP DOWN MENU ▽ | *28*

CASE DETAILS

| USER ENTERS DATA |

ACTIONS TAKEN

| USER ENTERS DATA | *29*

4   RECOMMENDATIONS

| USER ENTERS DATA |

| SUBMIT | | CANCEL |

FIG. 3

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HOME	PROGRAMS	RESOURCES	ABOUT AUAO	

CRM SEARCH RESULTS

RESOURCES
ACES LINKS
TUTORIALS
TRAINING
ELIGIBILITY
CHECKLIST
ACES INFORMATION
ASSET MANAGEMENT
IMPORTANT FORMS
FAQS
RELS DESK
CAREER OPTIONS

SEARCH RESULTS FOR ARRON EVERETT SMITH:

CUSTOMER TYPE:	STUDENT ▽
CUSTOMER NAME	AARON EVERETT SMITH
SOCIAL SECURITY NUMBER	445021430
EMAIL	aaron.smith017@earmyu.com
MAILING ADDRESS	1967-C XYZ CIRCLE
CITY	WAHLAWA
STATE	HAWAII
ZIP	96780
COUNTRY	USA
PHONE	8086240699
INSTALLATION	SCHOFIELD BARRACKS
INSTALLATION MAJOR SUB UNIT	
SERVICE BRANCH	ARMY ENLISTED
CURRENT INSTALLATION	SCHOFIELD BARRACKS
BASD	3/19/96
PERD	1/8/92
EXPECTED SEPARATION DATE	2/16/04

1

← 32

STUDENT STATUS   PROSPECTIVE STUDENT - NOT ENROLLED IN AUAO
ACTIVE?   TRUE

ALTERNATE PHONE 1: [888-645-0877]   ALTERNATE PHONE 2: [888-645-0872]

PROSPECTIVE STUDENT - NO STUDENT AGREEMENT

NO STUDENT AGREEMENT UPLOADED

← 34

RIGHT TRACK DISPLAY

12 SEMESTER HOURS PROGRESS: [2]
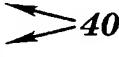
AT RISK IN CURRENT COURSE(S): [3]   ≥40   ← 36

HELP DESK CASE SUMMARY

CURRENT CASE(S) OPEN:

CASE CATEGORY:	CASE NUMBER:	DATE OPENED:	LAST UPDATED:

CLOSED CASES :   ← 38

CASE CATEGORY:	CASE NUMBER:	DATE OPENED:	DATE CLOSED:

FIG. 4

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CASE SUMMARY

DATE/TIME OPENED: 6/17/2002	OPENED BY: ED_Partner001

CASE CATEGORY: ABSENTEEISM ▼

CASE DETAILS:	ENTERED BY:	DATE
STUDENT MISSED FIRST WEEK OF CLASS.	ED_Partner001	6/17/2002
STUDENT MISSED MID-TERM	ED_Partner001	7/1/2002

← 44

CASE DETAILS:

ENTER NEW CASE DETAILS HERE.	▯

ACTIONS TAKEN	ENTERED BY	DATE	
INSTRUCTOR ATTEMPTED TO CONTACT STUDENT VIA EMAIL	ED_Partner001	6/20/2002	2
ESCALATED CASE TO LEVEL 3 RISK	ED_Partner001	7/1/2002	

← 46

ACTIONS TAKEN:

ENTER NEW ACTIONS TAKEN HERE.	▯

← 48

RECOMMENDATIONS:

ENTER NEW RECOMMENDATIONS HERE.	▯

SUBMIT CANCEL

← 50

FIG. 5